

DSHS/DVR 2016 – 2020 State Plan

Statewide Assessment

Draft Federal Guidance

1. Provide an assessment of the rehabilitation needs of individuals with disabilities residing within the State, particularly the VR services needs of those:
 - a. with the most significant disabilities, including their need for supported employment services;
 - b. who are minorities;
 - c. who have been unserved or underserved by the VR program;
 - d. who have been served through other components of the statewide workforce development system; and
 - e. who are youth with disabilities and students with disabilities, including, as appropriate, their need for pre-employment transition services or other transition services.
2. Identify the need to establish, develop, or improve community rehabilitation programs within the State; and
3. Include an assessment of the needs of individuals with disabilities for transition career services and pre-employment transition services, and the extent to which such services are coordinated with transition services provided under the Individuals with Disabilities Education Act.

Introduction

US Census Bureau American Community Survey (ACS) estimates, DSHS/DVR case service data, DSHS/DVR customer survey responses, Washington State Office of the Superintendent of Public Instruction (OSPI) special education enrollment statistics, Social Security Administration (SSA) data, and analysis conducted by the Workforce Training and Education Coordinating Board (WTECB) are presented to evaluate the vocational rehabilitation service needs of Washingtonians living with disabilities. This report is not intended to be exhaustive; these data represent many of the social, economic, and customer service factors which affect DSHS/DVR and the individuals it serves.

Washingtonians Living with Disabilities

Source: American Community Survey, *ACS_14_1YR_S1810*

907,417 individuals with disabilities reside in Washington, representing 13% of the statewide population. Disability affects gender proportionally; 13.12% of men and 12.98% of women report living with a disability.

Estimates of disability prevalence across selected racial or ethnic identities in Washington indicate the highest prevalence of disability among individuals who identify as Native American or Alaska Native alone, 16.6%; followed in descending order by individuals who identify as White alone, 13.9%; individuals who identify as Black or African American alone, 13%; individuals who identify with two or more racial identities, 11.2%; individuals who identify as Native Hawaiian and Other Pacific Islander alone, 10.7%; and individuals who identify as Asian alone, 8.3%. 7.7% of individuals who identify as Hispanic or Latino of any race report living with a disability. An additional 18,838 (7.7%) of Washingtonians who do not identify with any aforementioned racial or ethnic identity report living with a disability.

Of the 488,620 working age Washingtonians with disabilities aged 18 to 64, estimates allowing for individuals to report multiple disabilities indicate that 118,268 individuals live with hearing difficulties, 84,526 live with vision difficulties, 219,260 live with cognitive difficulties, 215,083 live with ambulatory difficulties, 77,319 live with self-care difficulties, and 157,666 live with independent living difficulties.

Labor Force Participation

Source: *ACS_14_1YR_B18120*

488,620 (11.1%) working age individuals (ages 18 to 64) in Washington report living with a disability. These working age individuals with disabilities represent the primary segment of the state population who may qualify for vocational rehabilitation services.

ACS estimates 184,137 working age individuals with disabilities are currently employed, 37.69% of this population. An additional 30,743 individuals with disabilities are engaged in the labor force but are currently unemployed. The estimated 214,880 individuals with disabilities engaged in the labor force (both employed and unemployed) represent 6.40% of Washington's 3,359,714 labor force participants.

273,740 working age individuals with disabilities do not participate in the labor force, representing 56.02% of this population. By contrast, 19.23% of working age Washingtonians without disabilities do not participate in the labor force.

ACS data indicate that the labor force participation of Washingtonians living with disabilities continues to exceed nationwide estimates. 37.69% of working age Washingtonians with disabilities are employed, compared to 34.36% nationwide; 43.97% of working age Washingtonians with disabilities participate in the labor force, compared to 40.62% nationwide; and 56.02% of working age Washingtonians with disabilities do not participate in the labor force, compared with 59.37% nationwide.

184,137 (37.69%) of working age Washingtonians with disabilities are employed while 3,143,204 (75.99%) of working age Washingtonians without disabilities are employed. To close this employment gap, an additional 187,182 individuals with disabilities would need to obtain employment. DSHS/DVR served 20,089 cases in FFY 2014 and 19,707 cases in FFY 2015.

Disability and Poverty

Source: American Community Survey, ACS_14_1YR_B23024

Consistent with nationwide data, Washingtonians with disabilities are disproportionately affected by poverty. ACS annual income estimates of Washingtonians aged 20-64 years indicate that 25.95% of Washingtonians with disabilities have income below poverty level, compared to 10.59% of Washingtonians without disabilities. Individuals with disabilities comprise 23.67% of the total population of Washingtonians with income below poverty level while only comprising 9.49% of Washingtonians with income at or above poverty level.

Comparing DSHS/DVR FFY 2015 Case Service Data to External Sources

In FFY 2015, DSHS/DVR closed 9,371 cases for which eligibility was determined. DSHS/DVR's footprint, and the rehabilitation needs of Washingtonians with disabilities, can be approximated by comparing these case data to ACS 2014 estimates.

Comparisons by Gender

Males continue to be overrepresented in Washington's disability populations. This overrepresentation exceeds national estimates. ACS estimates indicate that of individuals with disabilities 18 years of age or younger, 63.1% are male and 36.8% are female (nationwide, 62.2% are male, 37.7% are female). Of working age individuals with disabilities, aged 18 to 64, 51.5% are male and 48.4% are female (nationwide, 49.7% are male and 50.2% are female). Of individuals with disabilities aged 65 and older, males account for 45.1% while females account for 54.8%. Males are overrepresented in the 65 years of age and older population when compared to national estimates (nationwide, 43.4% are male and 56.5% are female).

Women continue to be underrepresented in DSHS/DVR's customer population. Data on the 9,371 cases closed by DSHS/DVR during FFY 2015 for which eligibility was determined shows that 5,174 (55.2%) of these were male, while 4,197 (44.7%) of these customers were female. When compared to the gender

distribution of working age Washingtonians with disabilities (i.e. 51.5% male, 48.4% female), DSHS/DVR case data indicate inequitable access for women living with disabilities.

It should be noted that addressing this gender gap may be a substantial challenge as DSHS/DVR increases outreach and services to greater numbers of students with disabilities. In Washington and nationwide, men are significantly overrepresented among individuals with disabilities aged 18 years or younger; this overrepresentation extends to special education enrollment and, therefore, students with disabilities.

Comparisons by Race and Ethnicity

ACS estimates of disability distribution across selected racial or ethnic identities indicate that the majority of Washingtonians with disabilities identify as White alone, 82.59%; followed in descending order by individuals who identify as Hispanic or Latino of any race, 7.13%; individuals who identify as Asian alone, 5.02%; individuals who identify with two or more racial identities, 4.63%; individuals who identify as Black or African American alone, 3.46%; individuals who identify as a racial identity not listed herein, 2.08%; individuals who identify as American Indian and Alaska Native alone, 1.71%; and individuals who identify as Native Hawaiian and Other Pacific Islander alone, 0.52%.

DSHS/DVR has historically tracked a more specific and diverse range of racial and ethnic identities than federal or state reporting requires. Driven by the needs of Washington's diverse communities, this is best exemplified by the nine unique ethnic categories which roughly equate to the federal definition of Asian alone and the four distinct ethnicities which, in sum, form the federal category Native Hawaiian and Other Pacific Islander alone.

DSHS/DVR case service data indicates that of eligible customers closed in FFY 2015, 69.65% identify as White (compared to 82.59% statewide); followed in descending order by individuals who identify as two or more racial identities, 9.02% (4.63% statewide); individuals who identify as Black or African American, 8.83% (3.46% statewide); individuals who identify as Hispanic or Latino of any race, 5.71% (7.13% statewide); individuals who identify as Asian alone, 2.96% (5.02% statewide); individuals who identify as American Indian and Alaska Native alone, 2.05% (1.71% statewide); individuals who identify as Native Hawaiian and Other Pacific Islander alone, 0.93% (0.52% statewide); and individuals who chose not to disclose their racial or ethnic identity to DSHS/DVR, 0.86%.

Comparing these data indicates that five of the seven identified racial and ethnic minority populations are represented within DSHS/DVR's customer population at rates which exceed the statewide disability population. Individuals who identify as two or more racial identities, Black or African American, American Indian or Alaska Native, and Native Hawaiian or Pacific Islander are proportionally better represented at DSHS/DVR. However, Washington's two largest racial or ethnic minority groups, individuals who identify as Hispanic or Latino and individuals who identify as Asian, are disproportionately underrepresented in the DSHS/DVR customer population.

Comparisons by Geographic Locations

Source: American Community Survey, ACS_14_1YR_B18120

ACS 1-year estimates require a minimum population of 60,000 to accurately estimate in a given geographic area, allowing for accurate estimates in 19 of Washington's 39 counties. These 19 counties account for 93.04% of Washington's working age population and 90.86% of working age individuals with disabilities. In FFY 2015, DSHS/DVR closed 92.30% of its cases where eligibility was determined in these counties. Comparing county-level distribution of working age individuals with disabilities to case closure data indicates DSHS/DVR's service coverage, including potential gaps, across regions.

ACS_14_1YR_B18120 Estimates and DSHS/DVR FFY 2015 Closures, by County

County	DSHS/DVR Location(s)	Working Age Individuals with Disabilities		DSHS/DVR FFY 2015 Case Closures	
		Number	Percent	Number	Percent
<i>Statewide</i>	<i>(All)</i>	488,620		9,371	
Benton	Kennewick	12,862	2.63%	315	3.36%
Chelan	Wenatchee	3,959	.81%	104	1.11%
Clallam	Port Angeles	6,869	1.41%	161	1.72%
Clark	Vancouver	30,843	6.31%	398	4.25%
Cowlitz	Kelso	13,041	2.67%	164	1.75%
Franklin	None (served by Kennewick)	4,147	0.85%	78	0.83%
Grant	Moses Lake	4,960	1.02%	114	1.22%
Grays Harbor	Aberdeen	8,162	1.67%	97	1.04%
Island	None (served by Mt. Vernon)	5,092	1.04%	(Awaiting data)	(Awaiting data)
King	Kent, Bellevue, Redmond WorkSource, SeaTac, Seattle Mercer, Seattle North	110,444	22.60%	2,488	26.55%
Kitsap	Silverdale	21,956	4.49%	462	4.93%
Lewis	Centralia	9,144	1.87%	114	1.22%
Pierce	Puyallup, Tacoma	62,977	12.89%	838	8.94%
Skagit	Mt. Vernon	10,074	2.06%	185	1.97%
Snohomish	Arlington, Everett, Lynnwood	47,034	9.63%	946	10.09%
Spokane	Spokane	43,503	8.90%	742	7.92%
Thurston	Tumwater	16,773	3.43%	507	5.41%
Whatcom	Bellingham, Whatcom WorkSource	16,209	3.32%	482	5.14%
Yakima	Yakima, Sunnyside WorkSource, Wapato	15,914	3.26%	463	4.94%
All Other	Clarkston, Colville, Omak, Port Townsend, Shelton, Walla Walla	44,657	9.14%	713	7.61%

Of the counties compared, three key findings affecting DSHS/DVR service delivery emerged:

- Service delivery capacity is disproportionately low in rural and remote regions.
- Service delivery capacity is disproportionately low throughout Southwestern Washington, including Clark, Cowlitz, Grays Harbor, and Lewis counties.
- The largest disparity between the working age disability population and DSHS/DVR service delivery occurs in Pierce County (-3.95%). With over 62,977 working age individuals with disabilities, Pierce County is the second largest county by disability population in Washington.

INSERT: Evaluation of DSHS/DVR customers served by other components of Washington's workforce development system, per WTECB analysis (expected January, 2016).

Washingtonians Who Are Students with Disabilities

Source: OSPI K-12 Data and Reports, *Students Served in Special Education – Special Education*

Current publicly available data published by the Office of the Superintendent of Public Instruction (OSPI) reports special education enrollment by Educational Service District and primary disability for the 2012-2013 school year. These enrollment figures indicate the Pre-employment Transition Services target population.

For students aged 14-21, OSPI data indicate steady increases in special education enrollment, from 37,726 during the 2004-2005 school year to 48,307 in the 2012-2013 school year. Students with living with an autism spectrum disorder are the largest growing special education population, growing more than four-fold from 2004-2005 to 2012-2013, 850 students to 3,673, respectively. In FFY 2015, DSHS/DVR served 1,396 students with disabilities who were determined eligible for services. Based on available data, it is reasonable to estimate that DSHS/DVR currently serves less than three percent of potentially eligible students with disabilities statewide.

Supported Employment and Social Security Beneficiaries

Sources: Social Security Administration, *SSI Recipients by State and County, 2014*; Social Security Administration, *Annual Statistical Report on the Social Security Disability Insurance Program, 2014*; American Community Survey, *ACS_14_1YR_B18120*

Comparing Social Security Administration (SSA) Social Security Income (SSI) and Social Security Disability Income (SSDI) recipient data for individuals aged 18 to 64 years, ACS labor force participation estimates, and DSHS/DVR case service data allows for a comparative evaluation of DSHS/DVR's services and the potential need for Supported Employment services.

SSI recipients

- 98,797 working age individuals, approximately 20% of working age individuals with disabilities receive SSI.
 - In FFY 2015, DSHS/DVR served 4,594 eligible individuals receiving SSI (23.68%).

SSDI Recipients

- 168,298 workers in Washington receive SSDI, 34.4% of the statewide population of working age individuals with disabilities.
 - In FFY 2015, DSHS/DVR served 4,632 eligible individuals receiving SSDI (23.88%).

DSHS/DVR Monthly Customer Satisfaction Survey

Monthly surveys are mailed to all customers closed-rehabilitated or closed-other-after-plan. The survey measures agreement with a list of statements, using a five-point Likert scale. Respondents complete the survey by hand and mail responses to DSHS/DVR. Random tracking numbers are assigned to each survey, ensuring confidentiality during data entry while allowing results to be linked to case management records. This summary includes standard format aggregate results by survey type.

Closed Rehabilitated Survey Responses

A majority of closed rehabilitated respondents answered with strong agreement or agreement to all satisfaction survey responses.

Over 90.0% of respondents strongly agreed or agreed with:

- DVR treated me with courtesy and respect. (93.94%)
- Overall, DVR helped me. (91.50%)
- I was given enough information to understand how DVR could help me with employment. (91.09%)
- I chose where to get services in my DVR plan. (90.91%)
- DVR answered my questions. (90.63%)
- DVR explained what services were available to help me. (90.35%)
- DVR listened to me. (90.20%)

80.0% - 90.0% of respondents strongly agreed or agreed with:

- DVR does good work. (89.76%)
- I chose my own job goal. (88.26%)
- I like the work I do. (88.07%)
- I use my skills and abilities that are most important to me in my job. (86.0%)
- DVR understood my problems the problems I faced in getting and keeping a job. (84.11%)
- Overall, I am satisfied with my job. (83.77%)
- I received services in my DVR employment plan quickly enough. (81.77%)
- DVR returned my phone calls quickly. (80.50%)

50.0% - 80.0% of respondents strongly agreed or agreed with:

- DVR gave me information about other programs that could help me. (74.45%)
- If I had complaints or concerns about services, I was satisfied with how DVR responded. (71.81%)
- My pay is enough for my basic needs. (68.95%)
- I am satisfied with my benefits (medical, dental, etc.). (59.87%)

Closed-Other-After-Plan Survey Responses

As with the closed-rehabilitated survey, a majority of closed-other-after-plan respondents answered with strong agreement or agreement to all satisfaction survey responses. However, overall percentages scores are lower, indicating closed-other customers provided less favorable responses. Special consideration has been given to areas of most common disagreement, as these respondents did not achieve successful closures.

70.0% - 80.0% of respondents strongly agreed or agreed with:

- DVR treated me with courtesy and respect. (80.0%)
- DVR returned my phone calls. (77.44%)
- I chose where to get services in my DVR plan. (74.75%)
- I was given enough information to understand how DVR could help me with employment. (74.57%)
- I chose my own job goal. (72.84%)
- DVR answered my questions. (72.22%)
- DVR listened to me. (70.33%)

Fewer than 60.0% of respondents strongly agreed or agreed with:

- DVR understood my problems the problems I faced in getting and keeping a job. (58.47%)
- I received services in my DVR employment plan quickly enough. (57.8%)
- DVR gave me information about other programs that could help me. (52.15%)
- If I had complaints or concerns about services, I was satisfied with how DVR responded. (52.13%)

Respondents most commonly strongly disagreed or disagreed with:

- I received services in my DVR employment plan quickly enough. (32.48%)
- DVR understood my problems the problems I faced in getting and keeping a job. (29.66%)
- If I had complaints or concerns about services, I was satisfied with how DVR responded. (29.48%)
- DVR gave me information about other programs that could help me. (29.31%)

Respondents were asked to select the main reason why they chose to stop receiving services before achieving an employment outcome. The following lists the percentage of responses by each reason offered.

- My health condition worsened. (28.64%)
- It took too long to get the services I needed. (17.27%)
- I was not satisfied with the services I received. (16.82%)
- DVR did not have services to meet my needs. (15.0%)
- I decided not to get a job. (10.91%)

Respondents that indicated they were not satisfied with services were requested to select the reason for their dissatisfaction. The following lists the percentage of responses by each reason offered.

- It took too long to get services. (32.33%)
- The services were not helpful. (27.07%)
- The available services were not what I needed. (24.06%)
- I did not get along with DVR staff. (10.53%)
- The location of the DVR Office was not convenient. (6.02%)

2014 Comprehensive Statewide Needs Assessment Survey Results

DSHS/DVR's most recent Comprehensive Statewide Needs Assessment (CSNA), conducted in partnership with the Washington State Rehabilitation Council (WSRC) and the University of Washington Center for Continuing Education in Rehabilitation (CCER), was published in FFY 2014.

Between September 2013 and February 2014, CCER sent online needs assessment surveys to DSHS/DVR customers, staff, and collateral service providers. A CSNA Steering Committee comprised of DSHS/DVR, WSRC, and CCER staff developed the survey questions. All questions were the same for each survey group. The following summarizes key results from each group.

CSNA Customer Survey

The online survey was distributed to 10,774 current and recently closed DSHS/DVR customers. A total of 1,552 individuals responded for a response rate of approximately 15.0%. This included responses from 1,047 current customers and 505 recently closed customers.

Customer respondents most frequently identified services that they require from DSHS/DVR:

- Placement in to a job (56.0%)
- Assistance searching for a job (53.0%)
- Community college or other vocational training (41.0%)
- Job coaching at work (39.0%)

Customer respondents most frequently identified challenges to receiving services from DSHS/DVR:

- Need more time with the VR Counselor (36.0%)
- Wait a long time for services to begin (30.0%)
- Do not understand all the services that are available (30.0%)
- Difficulty developing an Individualized Plan for Employment (30.0%)

CSNA Staff Survey

The online survey was distributed to 247 DSHS/DVR staff. 147 individuals responded for a response rate of approximately 60.0%.

Staff respondents most frequently identified services that customers require from DSHS/DVR:

- Vocational counseling and guidance (86.0%)
- Mental health counseling and treatment (78.0%)
- Placement in to a job (77.0%)
- Assistance searching for a job (66.0%)
- Transportation (61.0%)
- Job coaching at work (58.0%)
- Social Security benefits Planning (51.0%)
- Community college or other vocational training (48.0%)

Staff respondents most frequently identified customers' challenges receiving services from DSHS/DVR:

- Customer health issues prevent customer from regularly meeting with VR Counselor (58.0%)
- Customer does not understand all the services that are available (50.0%)
- Customer disagrees with VR services required to achieve employment goal (25.0%)
- Getting to DSHS/DVR office using public transportation (23.0%)

CSNA Collateral Service Provider Survey

The online survey was distributed to an array of organizations and agencies which jointly serve DSHS/DVR customers. 355 respondents completed the survey. A response rate could not be calculated as the survey was distributed to organizations, not individual participants. The majority of collateral service provider responses came from WorkSource (Washington's One-Stop centers), Community Rehabilitation Programs (CRPs), developmental disabilities programs, and mental health providers.

Collateral service provider respondents most frequently identified services that customers require from DSHS/DVR:

- Placement in to a job (74.0%)
- Job coaching at work (69.0%)
- Assistance searching for a job (66.0%)
- General work attitude and behavior (57.0%)
- Vocational counseling and guidance (56.0%)

Collateral service provider respondents most frequently identified customers' challenges receiving services from DSHS/DVR:

- Customer does not understand all the services that are available (63.0%)
- Customers wait a long time for services to begin (31.0%)
- Customer disagrees with what VR services are required to achieve their employment goal (24.0%)
- Need more time with the VR Counselor (24.0%)

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